Remote DBA Services

High Availability Consulting, Setup, And Support

HA with SQL Data Replication or Log Shipping
On-Site configuration and setup of Log Shipping or SQL Replication for High Availability. Configuration of Data Replication for report servers or other read-scalability needs.

HA with Clustering
Clustering servers provides the most seamless local configuration for High Availability, however this is the most difficult to setup. I provide on-site setup, configuration, and patch management.

The above High Availability recommendations will be consulted to management, setup & configured at no additional cost with a 1 year commitment to BCS Remote DBA Services.

General DBA Support Services 24x7 / 365

Manage & Monitor SQL Jobs - will attempt to resolve failures, or will report problem w/ suggested resolution
Monitoring utilities will be in place to alert to SQL Job failures. BCS will resolve job failures to the best of my ability. BCS does NOT know your environment thoroughly and will not apply fixes to database objects such as stored procedures or T-SQL logic in jobs. BCS will troubleshoot, point to problem, and will alert development/management.

Index Rebuilds & Defragmentation
Indexes routinely become fragmented leading to poor performance. BCS strongly suggests NOT using a database Maintenance plan to "re-organize" your data and indexes, this is a blanket rebuild and very expensive. A BCS utility first analyzes for fragmentation, any index > 10% fragmentation will be rebuilt after hours or during maintenance window. If maintenance window is narrow or not available, an online index rebuild will be implemented.

Monitor OS & SQL Instance w/ PerfMon counters – will provide graphed reports for Management
Weekly BCS will monitor your production servers using Performance Monitor counters for CPU, Memory, Disk I/O, plus SQL Counters including User Conns, Transactions/sec, Buffer Cache, Procedure Cache, and more. Counter results will be displayed in line graphs for readability and will be provided to management with Becker Consulting Services opinion and translation.

Cluster Monitor – Failover alert Setup & Maint.
Clusters do fail, however there is no way to know when failover occurs unless your administrator is constantly watching the Cluster Monitor utility. BCS Cluster Monitor Utility will be constantly watching for failed cluster resources or failover, an alert will be sent immediately to BCS as well as APX administrator.

Available for Performance Troubleshoots via Telephone & RDP 24x7
BCS will be available for performance troubleshoots anytime day or night. To avoid abuse of this offering, calls will be limited to 10 per month, each call should be completed within 1 hour. Exceptions will be made depending on circumstances. Normal hourly rate of $95 will be applied beyond 10 hours per month.

ON-Site Service Pack and Patch Management
BCS will provide On-Site installation of operating system and database server patches and service packs. No charge for travel to Southern California server locations, travel charges may apply for on-site patch management.

Pricing
A monthly fee for the above described services of $3000 payable on the 1st or 15th of each month.   5 SQL Server 2000/2005 Instances Covered. Bulk pricing for additional instances is negotiable. 1 year commitment is preferred, however a month to month billing option is available at no additional monthly cost. HA consulting and configuration will be billed at hourly rate if month to month selected.